

HeatCare Gold Plan: Solar PV & Battery ESS

Terms & Conditions

These Terms & Conditions explain what is and is not included in your HeatCare Gold Solar PV & Battery Plan, how services are delivered, your rights to cancel, and how to raise a complaint. Please read this document carefully and keep it for future reference.

1. Definitions

In these Terms & Conditions:

“We,” “Us,” “Our” means Heatforce and our authorised contractors.

“You,” “Your” means the named Plan holder.

“Plan” means the HeatCare Gold Solar PV & Battery ESS Plan, including these Terms & Conditions and your Plan Schedule.

“Plan Schedule” is the document confirming your selected Plan, monthly price, Property address, and start date.

“Property” means the UK private domestic residence registered on your Plan Schedule.

“Solar PV System” refers to photovoltaic panels and associated inverter(s) up to the AC side of the main consumer unit.

“Battery ESS” refers to any domestic Energy Storage System connected to your Solar PV system.

“Authorised Technician” means a qualified technician appointed by Heatforce.

“Annual Inspection” means the yearly check of your Solar PV & Battery ESS system described in section 3.

2. Plan Overview

The HeatCare Gold Solar PV & Battery Plan provides proactive system oversight, optimisation support, and priority access to assistance, alongside annual inspection, and cleaning services.

It is designed to improve system performance and responsiveness, but it is not an insurance product and does not include component replacement or unlimited repairs.

3. What Is Included

3.1 Annual Inspection & Cleaning (Silver-Level Benefits)

Once per Plan year, we will provide:

- AC-side electrical safety checks
- Accessible DC visual inspection
- Inverter inspection and basic safety assessment
- Written performance and advisory report
- Annual Solar PV panel clean (standard access only)
- Visual inspection of accessible roof fixings
- Office-hours performance support

3.2 Remote Monitoring with Alerts

- Setup and configuration of remote performance monitoring were supported by your inverter or system.
- Alerts for common issues such as system downtime or inverter faults
- Monitoring is observational only and does not guarantee fault prevention or real-time response.

Some older or unsupported systems may have limited monitoring capability.

3.3 Inverter Reconfiguration Support

- Adjustment of inverter settings to support:
 - Tariff changes
 - Export limitation updates.
 - Battery charge/discharge preferences (where applicable)
- Changes are limited to software-based configuration only.
- All reconfigurations must remain compliant with:
 - Manufacturer instructions
 - DNO requirements
 - UK electrical regulations

3.4 Priority Callouts

- Priority scheduling for support requests compared to bronze and silver plans.
- Callout is subject to availability and safety conditions.
- Priority does not mean immediate attendance or guaranteed response times.

3.5 Labour Discount on Non-Covered Works

- Discounted labour rates for chargeable works identified during inspections or monitoring.
- Parts, materials, and third-party costs are excluded.
- Any additional work is optional and quoted separately for approval.

4. What Is Not Covered

The HeatCare Gold Plan does not include:

- Inverter replacement or repair
- Battery ESS replacement or repair
- Solar PV panel replacement
- Roof rail, mounting, or structural replacement.
- Emergency or unlimited breakdown repairs
- Cleaning beyond standard access (e.g. specialist access equipment)
- Performance guarantees or minimum generation levels
- Compliance upgrades required due to regulatory changes.
- Solar rails

Any remedial or upgrade work will be quoted separately and conducted only with your approval.

5. Access, Safety & Limitations

- You must provide safe and reasonable access to all system components.
- We will not work at height or on roofs where access is unsafe or specialist equipment is required.
- Services may be limited or postponed if conditions pose a risk to people or property.

6. Your Responsibilities

You agree to:

- Ensure the system is legally installed, certified, and maintained.
- Inform us of system changes, upgrades, or faults.
- Maintain internet connectivity required for remote monitoring.
- Follow manufacturer operating guidance.

Failure to meet these responsibilities may limit the services we can provide.

7. Payments & Renewal

- £32.00 per month (including VAT)
- The Plan runs for 12 months from the start date.
- The Plan renews automatically unless cancelled.
- Prices and terms may change at renewal with prior notice.

8. Cancellation Rights

Cooling-Off Period

You may cancel within 14 days of the start date for a full refund, provided no services have been delivered.

After 14 Days

- You may cancel at any time.
- If annual services or monitoring setup have been completed, no refund will be due.
- Cancellation must be requested via email, writing, or your online account.

9. Complaints

If you are unhappy with any aspect of the Plan or service:

1. Contact Heatforce Customer Services
2. We will investigate and respond fairly and promptly.
3. If unresolved, you may be entitled to escalate via an appropriate independent complaint process.

10. Liability & Legal Position

- We are not responsible for indirect losses, including loss of energy generation or export income.
- The Company's maximum liability under this agreement shall not exceed twice the annual agreement fee paid in any 12-month period.
- The Plan does not replace manufacturer warranties or statutory safety obligations.
- Nothing in these Terms limits your legal rights under UK consumer law.

11. Governing Law

These Terms & Conditions are governed by the laws of England and Wales.

12. Contact Us

Customer Services

Email:

aftercare@heatforce.co.uk

Phone number:

02920763622

Address:

Unit 10, Lambourne Cres, Cardiff CF14 5GP

Calls may be recorded for training and quality purposes.

Customer signature

Date